



# HI Iceland Standards

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SUSTAINABILITY – QUALITY – ENVIRONMENT

HI Iceland

REVISED VERSION. APPROVED BY THE BOARD OF HI ICELAND IN OCTOBER 2018.

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## Introduction

An HI Iceland Hostel is a lodging place which is part of HI Iceland, and thereby, Hostelling International. The Icelandic word “Farfuglaheimili” is a registered trademark in Iceland.

Hostelling International (HI) issues international quality standards which serve as basic requirements for HI Hostels around the world. The standards’ purpose is to ensure guests’ wishes and expectations regarding services and facilities provided are met, no matter where in the world the guests are located.

HI Iceland is obligated to adapt the standards to conditions in Iceland and make sure that hostels which belong to the chain of HI Hostels fulfil the requirements regarding services and facilities for guests. Exemptions from the standards can be made in special circumstances; this applies to small hostels in remote locations and these hostels shall be advertised especially in all promotional material. See further chapter 13 on exemptions.

Furthermore, HI Hostels are required to adhere to all laws and regulations set by Icelandic authorities regarding lodging places, including building codes and regulations on health, fire safety, and workplace environment. The standards widely refer to public requirements and regulations. If the requirements set by public regulations are higher than those in HI Iceland’s standards, the public regulations shall be adhered to.

One of HI Iceland’s guiding principles is to offer hostel guests accommodation, services and activities where responsible coexistence with nature, community and environment serves as the guiding light. Since HI Iceland’s inception in 1939, a lot of focus has been put on environmental work, as evident in HI Iceland’s resolutions. In HI Iceland’s recent Strategy Policy, it says that the organisation’s vision for the future is “to be at the forefront of sustainable and responsible tourism and the first choice for those who choose to travel with the interests of nature in mind as well as respect for fellow travellers and hosts.” Moreover, HI Iceland’s Mission is “to support sustainable and responsible tourism as well as cultural diversity.” The supplemental criteria from the previous version of HI Iceland’s Quality and Environmental Standards (chapter 12 on environment and sustainability) have therefore been added to the general guidelines. All HI Hostels will need to fulfil the environmental guidelines in this version of HI Iceland’s Standards by end of year 2020.

Managers of HI Hostels are encouraged to consider the standards as minimal requirements and go to extra lengths to improve facilities and services for guests. Consequently, the standards are split into two different categories:

- M (Mandatory Requirements) are requirements that every HI Hostel must fulfil.
- S (Supplemental Quality) are suggestions for the hostels to provide their guests with even better service and experience.

The standards are issued in Icelandic and English.

## 1. Responsibility

HI Iceland makes sure that all HI Hostels fulfil the requirements set in the standards, and that all HI Hostels are correctly presented in all HI and HI Iceland promotional material.

In order to ensure that, HI Iceland will:

- Introduce the standards to HI Hostels managers, explain the standards' purpose, and make sure all HI Hostels fulfil the requirements set by the standards. The manager of each HI Hostel is the person who signs the partnership contract with HI Iceland.
- Conduct an annual audit of HI Hostels where the standards are reviewed, plans for improvements are made with the use of designated checklists along with guests' comments received by various means (surveys, online reviews, emails, telephone calls, etc.)
- Do follow-ups on audits with instructions for improvements and general counselling. Data from audits, including comments and hostels' responses, shall be collected and stored in a satisfactory manner. A certain time frame is decided for when improvements shall be concluded (at least 4 weeks but no more than 5 months from date of audit). If no action is taken regarding instructions for improvements, the Board of HI Iceland is authorised to terminate the partnership contract with the hostel in question.
- Provide consultation on whatever may come up in the day-to-day operations of the hostels.

HI Hostels managers are responsible towards HI Iceland for:

- Familiarising themselves with the standards and use them in all day-to-day operations.
- Making sure that hostel staff is also acquainted with the standards and works according to the requirements set in the standards.
- Making improvements according to comments made during regular audits, within the set deadline, and provide HI Iceland with information on improvements.
- Always have the permits requested by Icelandic authorities and provide HI Iceland with information on permits and any comments made by Icelandic authorities regarding the operation.
- Sign a declaration of quality and keep in a prominent place for guests to see in the hostel.

## 2. HI Hostels Code of Ethics

- HI Hostels provide their customers with polite and reliable service.
- HI Hostels respect and maintain both confidentiality and discretion with customers.
- HI Hostels are honest and fair in all communications and business affairs.
- All customers at HI Hostels are treated with respect and consideration, regardless of for instance sex, ethnicity, culture, sexuality, religion, age, social status and physical abilities.
- HI Hostels ensure that all information given to customers is accurate and that advertisements truly reflect the services and facilities provided.
- Prices for accommodation and extra services at HI Hostels are clear and in accordance with the law.
- HI Hostels shall respond to all enquiries and wishes in a fair and efficient manner.
- HI Hostels ensure that all complaints are dealt with in a fair and quick manner.

- HI Hostels adhere to all laws and regulations regarding their businesses.
- HI Hostels ensure that bookkeeping and financial statements are done in a professional manner.
- HI Hostels fulfil obligations towards employees by following the law, and work according to valid collective wage agreements.
- HI Hostels ensure proper training and appropriate working conditions for staff.
- HI Hostels ensure staff and customer safety with professional procedures, good facilities and certified equipment.
- HI Hostels behave responsibly towards Icelandic nature, environment and society.
- HI Hostels observe Iceland's interests and reputation as a high-quality destination, where professionalism, hospitality, good service and sustainability are at the forefront.

HI Iceland's Code of Ethics is in accordance with Vakinn, the Quality and Environmental System issued by the Icelandic Tourist Board that can be applied to all tourism companies in Iceland.

### 3. Welcome

#### M1 Discrimination against Guests Is Prohibited

HI Hostels are open to all and discrimination against guests is prohibited. Everyone is entitled to good service and manner of friendship and respect.

#### M2 Guest Safety

It is important to react quickly if hostel guests commit serious offenses and need to be dismissed, offenses such as theft, overconsumption of alcohol, drug use, sexual harassment, violence, or serious damage to hostel or guests' property. Moreover, HI Iceland's main office and other HI Hostels should be notified of the occurrence as soon as possible.

#### M3 HI Membership

It is not mandatory to be a member of HI Iceland or other HI national associations to stay overnight in an HI Hostel in Iceland. Guests who show proof of a valid HI membership should always be given the best possible price for accommodation. The Board of HI Iceland determines the minimal price difference between member and non-member prices.

Each HI Hostel is required to sell both Icelandic and international membership cards and introduce the benefits of becoming members of HI to guests, for instance by promoting HI membership at reception.

### **About HI membership:**

- Icelandic membership cards are for all whose permanent residence is in Iceland. Those who buy Icelandic membership cards shall fill in special forms and the forms shall be sent on a regular basis to HI Iceland's main office. It is also possible to register members through HI Iceland's website.
- Guests who reside outside Iceland should be offered to buy international membership cards. If a family buys membership, a membership card is required for all persons, aged 13 or older.

### **M4 Propaganda**

Any kind of propaganda is prohibited at HI Hostels; the hostels are open to people with various backgrounds, religious beliefs, and opinions. HI Hostels should avoid the type of material and circumstances which may offend guests.

### **M5 Promotional Material**

HI Iceland's promotional material shall be readily available at all hostels. The unique aspects of each hostel shall be advertised in all material issued by HI Iceland and the hostels themselves, and it is imperative that all information is accurate. The hostels should use the brand manual from HI Iceland, *Merkjastaðall Farfugla*, when making their own promotional material.

### **M6 Condition of Hostel Properties and Surroundings**

All HI Hostels and their staff shall bear a witness to both cleanliness and neatness. This applies to indoor and outdoor facilities, driveway, grounds, and nearest surroundings. Moreover, special attention should be given to paintwork (both indoors and outdoors) and floors, and all window panes must be whole. Outdoor lighting shall be satisfactory.

### **M7 Approach and Signs**

Signs should be in harmony and tastefully arranged in appropriate locations. See further in the HI Iceland brand manual: *Merkjastaðall Farfugla*.

The HI logo and/or signs from The Icelandic Road and Coastal Administration shall be used to give directions to the hostels.

The HI flag shall be on a flagpole outside hostels where possible. The HI logo shall also be clearly visible on the hostel building where guests arrive.

All signs shall be clean and in good condition.

### **M8 Reception Hours**

Reception shall be clearly marked.

The opening period shall be the same as advertised in promotional material.

Clear information on reception hours, and when staff is present and/or located shall be visible in the hostel. Preferably, this information should be sent to guests before arrival.

Having information on reception hours visible from the outside when the hostel is closed is recommended, as well as information on where and/or how to reach staff when not they are not present.

If guests need to pay a fee for arriving outside regular reception hours, this needs to be clearly advertised in promotional material. In general, a late check-in fee should not be charged until after 22:00.

#### M9 Check-In

Guests should be informed about hostel facilities and main services offered during the check-in process.

Individual travellers are required to fill in check-in cards with name and passport number upon arrival. Neither groups booked through travel agencies (10+) nor guests who have booked their stays through various OTAs need to fill in check-in cards.

Information for Statistics Iceland and HI Iceland's main office (e.g. on nationality and numbers of guests) needs to be maintained by the hostel manager in a different manner for group bookings.

#### M10 Bathroom and Luggage Storage

Guest waiting for reception to open should have access to a bathroom and luggage storage.

#### M11 Children

HI Hostels shall provide baby beds and high chairs (for kitchen use) for families travelling with children. Children under the age of 4 stay at HI Hostels free of charge if they are in a baby bed or share a bed with parent/s. Children between the ages of 4-12 are eligible for a discount, 1.500 ISK of dorm bed (if child is aged 8 or older) or room price per child per night.

#### M12 Information

Maps, travel information, and other general information about the area shall be readily available at the hostels.

Hostels shall for instance provide clear information on facilities and services provided onsite and nearby. If access to services is closed/restricted in any way, such as access to laundry and guest kitchen, it needs to be specifically advertised.

Information that needs to be accessible onsite:

- Price list for accommodation and other services provided.
- Bus schedule as well as schedules for other available transport services.
- Places of interest and activities available nearby.

- Instructions regarding cleanliness and safety.
- House rules, advertisements and other important information.
- Reception hours and when staff is present.
- Check-in times.
- Checkout times.
- Information on where to see the weather forecast, road conditions, and safetravel.is.
- Hostels shall have an information board where guests can find useful information and share messages.

#### M13 Emergencies

The emergency phone number 112, as well as the hostel's own emergency phone number, shall be visible in the hostel's entrance and by the telephone — if one is provided.

In case of emergencies, it is important that a member of staff can be reached 24/7.

Where there is no telephone reception, information on emergency phone numbers and where to find the nearest telephone, or where to seek assistance, must be provided.

#### M14 Non-Smoking HI Hostels

Smoking is not permitted indoors at HI Hostels. If a hostel permits smoking outdoors, that area shall be clearly marked and not affect non-smoking guests. Wall mounted ashtrays or other cigarette containers shall be in place.

#### S.3.1 Pictures of Staff

It is recommended to have pictures of staff in the reception area.

#### S.3.2 Guest Book

Guest books are made available for guests who want to sign their names.

## 4. Management and Human Resources

#### M15 Licenses

HI Hostels need to adhere to Icelandic law and regulations regarding health, safety and cleanliness. The operational license and the permit from local health authorities shall be on display and visible to guests.

#### M16 Bookkeeping

Each hostel operator shall work according to laws and regulations on accounting. Guests are given a receipt for services rendered, including VAT, name of company, social security number and tax ID.

#### M17 Staff

Staff shall be easily recognised by the HI logo or a name badge.

Staff shall be given staff IDs to carry when they are at work.

Staff shall be helpful, friendly, and serve guests with their welfare in mind. Staff shall be capable of providing guests with information on the hostel's surroundings, local history and culture, as well providing information on paths and places of interest that can be reached on foot and/or by bike.

#### M18 Job Descriptions

Job descriptions for all work positions carried out at each hostel shall be in place.

#### M19 Contracts

Written employment and contractor agreements are required, and they should be signed by the employee in question and hostel operator.

#### M20 Staff Training

Hostel managers are required to make sure staff is given appropriate training; that they are familiar with HI Iceland's operations and other HI Hostels. That way, staff are better equipped to provide guests with information and encourage them to stay at other HI Hostels when travelling in Iceland.

Manuals from HI Iceland regarding HI Iceland's operations, quality, and HI Iceland's Sustainability Policy shall be used in the training process. Staff shall sign for the training.

#### M21 Overnight Reports

Staff are obliged to fill out overnight reports on a monthly basis and send them to Statistics Iceland and HI Iceland's main office before the 5th of every month.

#### M22 Annual Action Plan

An annual action plan for improvements shall be made for each hostel. The plan shall include the goal, execution, who is responsible for tasks, closing date and further comments.

#### M23 Enquiries and Bookings

Hostel staff shall respond to all enquires and booking requests quickly and efficiently. A system to monitor bookings must be in place and reservations made in accordance with what is booked. Preferably, HI Hostels that are bookable through various OTAs should use a channel manager to monitor bookings and prevent overbookings.

All HI Hostels should be bookable through HI's booking engine. An exception can be made for hostels which are not bookable through any OTAs.

Guests should be offered the service of making bookings for them at other HI Hostels.

#### M24 Overbookings

Guests who have confirmed bookings must be provided with accommodation. If a hostel becomes overbooked, the manager is obligated to find at least comparable accommodation close by and pay for the price difference, if there is any, so that the guest does not pay more than what was confirmed for the hostel booking. The guest needs to be contacted and informed about the overbooking and what solution the hostel can offer instead.

#### M25 Service Surveys

Guests are encouraged to take part in service surveys to give them opportunity to share their opinions on the facilities and services provided at the relevant hostel. They shall also be encouraged to participate in online surveys on booking sites and social media sites.

#### M26 Handling of Complaints

Complaints shall be logged and handled in a systematic way; they shall be dealt with as quickly as possible and the reoccurrence of events prevented.

## 5. Safety

#### M27 Safety Plan

Each hostel shall have a safety plan in place and the plan introduced to all staff. The safety plan shall be in accordance with instructions from the Administration of Occupational Safety and Health in Iceland (AOSH), based on building code no. 920/2006, law no. 46/1980.

#### M28 Guest Safety Arrangements

Although guests staying in HI Hostels are responsible for themselves and their belongings, hostel managers need to make appropriate arrangements — in accordance with circumstances — to ensure guest safety and make sure their belongings are safe. For instance, places where children may injure

themselves, such as landings, balconies, and windows, must be blocked with baby stair gates and shields.

Guests shall be informed of any possible safety issues at the hostels, for instance slippery staircases, high thresholds, low ceiling beams, hot water, etc. Danger shall be minimised as much as possible.

#### M29 Fire Safety

HI Hostels must fulfil the requirements set by fire safety regulations and do what is possible to prevent fire. Fire alarm systems and smoke detectors shall be checked at least on an annual basis and hostel managers must provide documentation for checks. At larger hostels, sprinkler systems, fire extinguishers, emergency lighting and fire alarm systems must also be checked.

#### M30 First-Aid Kit

A fully-equipped first aid kit shall be provided according to local health regulations. The kit shall be checked and supplies renewed on a regular basis.

#### M31 Evacuation Routes

All HI Hostels must have a clear overview of evacuation routes; these shall hang in all living quarters of the hostels (bedrooms, kitchen, dining room, lounge, and other common areas). Evacuation routes shall be clearly marked and without any hindrances.

#### M32 Unauthorised Persons

Necessary measures must be taken to both decrease the chance of and to prevent unauthorised persons from entering the hostels. At check-in, guests are given keys or key cards to access rooms.

#### M33 Staff Training

Staff shall receive basic emergency first response training and be capable of dealing with emergencies. Staff shall know the procedures for dealing with emergencies, such as to dial 112, how to attend to a guest who is injured, know the emergency evacuation routes, and where to find first aid kits.

#### M34 Upper Bunks

Hostel managers shall make appropriate arrangements to prevent guests falling out of upper bunk beds. Bunk beds shall be secured to a wall or be very steady. Bunk beds should not be higher than two levels.

#### M35 Luggage Storage and Valuables

Guests shall have access to safe storage for safekeeping of valuables and personal effects.

#### M36 Animals

Guests are not permitted to bring animals to HI Hostels. Exceptions can be made, such as guide dogs for the blind and visually impaired. A hostel can reserve suitable facilities where animals are welcome, such as cottages or similar facilities, and put up signs to indicate that animals are welcome.

Staff shall make sure their own animals are kept out of guests' living quarters (bedrooms, kitchen and other common areas). Keeping of animals shall be mentioned in promotional material.

## 6. Privacy

#### M37 Single Sex Bedrooms

If possible, single sex bedrooms shall be available for guests who want to stay in shared dorm rooms. If shared rooms are mixed/co-ed, then that must be clear in promotional material and during the booking process.

#### M38 Bathroom Privacy

Bathrooms and toilet facilities should be lockable from the inside.

#### M39 Curtains

Curtains shall be in bedrooms to cover windows and dim light.

#### M40 Age Restrictions

The following age restrictions apply at HI Hostels:

- The minimum age for a child to stay in a shared dormitory room is 8 years old.
- The minimum age for an individual traveller is 18 years old. Exceptions can be made for those with parental or legal guardian written consent.

## 7. Bedrooms

### M41 Room Types

All HI Hostels shall offer private rooms and shared dormitory rooms where guests can book single beds or beds in bunk beds. The number of dorm beds varies between hostels; the number is in accordance with facilities onsite and the size of each hostel.

### M42 Bedroom Space

Space for sleeping shall be at least 5m<sup>3</sup> per person and at least 4m<sup>2</sup> floor space per single bed or a bed in a bunk bed. The space from each bed (single or upper bunk) to the ceiling shall be no less than 75 cm.

### M43 Bedroom Facilities

Each bedroom shall have in addition to beds and bunk beds:

- table and chairs in good condition
- mirror
- trash bin/waste container
- window in each room
- curtains to cover and dim light
- hooks (at least 2 per bed) or a wardrobe
- good lighting, including reading light or nightlight by each bed

### M44 Bed Size

The minimum size for a single bed is 80x190 cm and the minimum space between beds is 75 cm unless beds are separated by a partition.

### M45 Beds and Mattresses

Mattress in a bed shall be at least 13 cm thick. Each mattress must have a mattress cover which can be removed and washed when necessary. Both mattress and mattress cover must be in good condition.

Beds shall be sturdy and in good condition.

Mattresses, duvets and pillows must not be used without bed linen.

### M46 Bed Linen

A duvet and pillow are provided for each guest.

Bed linen (sheet, pillowcase and duvet cover) are included in the accommodation price. A duvet and pillow await the guest on the bed and the guest makes her/his own bed.

Guests can be asked to take off bed linen before departure.

#### M47 Air Conditioning

All bedrooms must have good air conditioning, either a window that opens, electric air conditioning or a fan.

#### S.7.1 Bed Size

HI Hostels that wish to offer higher quality shall have single beds which are at least 90x200 cm and double beds which are at least 150 cm in width.

## 8. Bathrooms – Hygiene Facilities

#### M48 Bathroom Facilities – General

Bathroom facilities shall be clearly indicated.

Toilets, sinks, showers, mirrors, and other appliances shall be in good condition and free from cracks.

#### M49 Minimum Requirements for Bathroom Facilities:

- 1 toilet for every 12 guests
- 1 sink for every 6 guests
- 1 shower or bathtub for every 12 guests
- two hooks for each shower/bathtub
- shelf in shower stalls for guests to put down soaps and so forth
- liquid hand soap
- electric hand dryers, paper towels or cotton towel

#### M50 Running Water

All HI Hostels shall have both hot and cold running water.

#### M51 Waste Bins in Bathrooms

Waste bins for sorting of paper towels and sanitary towels shall be provided in bathrooms.

#### M52 Ventilation

Bathrooms shall be fitted with automatic ventilation, a fan (preferably time controlled), or a window that opens.

#### M53 Mirrors

A mirror shall be placed above all sinks.

## 9. Food and Beverages

#### M54 Guest Kitchens

HI Hostels have guest kitchens where guests can prepare food, eat, and clean food containers. The size and design of kitchens shall be in accordance with the size of each hostel, location, and total number of guests. The cleanliness and organisation of guest kitchens shall be given special attention.

#### M55 Instructions for Use of Guest Kitchens

Instructions for guest kitchen access, use of kitchen, storage of food and cleaning shall be well marked.

#### M56 Kitchenware

Guest kitchens shall have all common kitchenware and kitchen appliances, such as saucepans, frying pans, cups and glasses, cutlery, bowls, plates, a microwave oven, hobs, toaster and refrigerator.

Only multi-use kitchenware is permitted in guest kitchens and when serving food.

#### M57 Washing-Up

The necessary equipment for cleaning up shall be provided in guest kitchens, such washing-up brushes and liquid, plate rack, tea towels, cloths, a dustpan and broom.

#### M58 Food Storage for Guests

Markers and pens shall be provided in guest kitchens so that guests can label their food and food baskets properly. Space shall be allocated for guests to store their own food.

#### M59 Shared Food

Guests are encouraged to leave dry goods, spices and other food products that are intact behind in guest kitchens for others to use instead of throwing food out. Maintenance needs to be included in cleaning checklists. Labels can be obtained at HI Iceland.

#### M60 Refrigerator

Refrigerator size is in accordance with the maximum number of guests staying in each hostel. Refrigerator temperature shall be set at 0-4°C.

#### M61 Waste Bins in Guest Kitchens

Waste bins must be provided in guest kitchens with clear instructions on waste sorting. Labels for waste sorting can be obtained at HI Iceland.

#### M62 Food for Sale

Written procedures shall be in place for purchasing, service, and storage of food that is sold to guests. Staff shall receive instructions on the use of checklists and use the lists accordingly.

It is recommended to sell food products and other necessities at HI Hostels where prepared food is not sold and where guests cannot buy food close by. Alternatively, it needs to be mentioned especially in promotional material if guests are required to bring their own food.

#### M63 Local, Homemade and Homegrown Produce

HI Hostels shall offer as much local, homemade or homegrown produce as possible, in accordance with supply and season. That way, the operation's carbon footprint is decreased.

#### M64 Organic Produce

HI Hostels shall offer as much organically certified produce as possible.

#### M65 Water

Guests shall be informed about the quality of Icelandic water as drinking water. Where food is sold, water shall be offered to guests free of charge.

#### M66 Storage of Food

Procedures for handling of food served at the hostels, breakfast or other meals, shall be adhered to.

All leftovers from food service shall be stored in closed containers or covered with clingfilm. It is recommended that staff mark the containers with two dates: the expiration date from the manufacturer and how long the leftovers have been kept in the containers.

#### M67 Staff who Serve Food

Staff must always be neat, especially when preparing and serving food. It is recommended that staff use aprons and gloves when working in kitchens, and hair must be kept away from food.

## 10. Common Areas and Services Provided

#### M68 Common Areas

Guests shall have access to a lounge or similar facilities. In common areas, there shall be at least tables and chairs, and furniture and fixtures shall be in good condition, and free from wear and tear.

Lighting must be comfortable.

Playing cards, chessboard, board games, or other entertainment options shall be available in common areas.

#### M69 Privacy in Common Areas

Hostel premises, equipment and conduct must ensure hostel guests are disturbed as little as possible by external noise and movements of other guests and staff indoors.

#### M70 Internet Access

HI Hostels shall provide free Wi-Fi access in all common areas.

If Wi-Fi access is not available, it shall be mentioned in all promotional material.

#### S.10.1 Discounts

It is recommended to make agreements with local tour providers, restaurants, and shops for discounts on products and services for HI members.

#### S.10.2 Additional Services

Below are ideas for additional services that HI Hostels can provide in order to offer a higher standard of service. Deposits can be requested for items that guests borrow and should return after use:

- hairdryer
- alarm clock
- iron and ironing board
- outdoor seating area
- outdoor barbecue
- hot tub
- foosball table, table tennis or other entertainment equipment
- sewing kit
- chargers and adapters
- tablet
- free coffee/tea

### S.10.3 Wheelchair Access

HI Hostels do their best to welcome guests in wheelchairs and can obtain official accessibility certification.

### S.10.4 Charging Stations for Vehicles

Charging stations for electric vehicles are available.

### S.10.5 Facilities for Bikers

HI Hostels try to fulfil the wishes of guests travelling by bike, in accordance with HI Iceland's Sustainability Policy. Suggestions for improving services offered to bikers:

- indoor bike storage
- information on bike routes
- information on shops that sell biking equipment and provide information to bikers
- provide repair equipment for bikes
- provide the most common spare parts necessary for bikers
- facilities to clean bikes
- offer guests travelling by bike discounts of accommodation prices and other services to encourage eco-travelling even further

## 11. Cleanliness and Housekeeping Work Procedures

### M71 Housekeeping Work Procedures

Written work procedures shall be in place for all housekeeping. Staff shall be trained in the use of cleaning checklists and use the lists. Examples of checklists can be obtained at HI Iceland.

Staff are trained in the use of cleaning equipment, dosage, mixing and use of cleaning agents, detergents and the hostel's cleaning products.

#### M72 Daily Cleaning

All areas must be cleaned daily, such as corridors, kitchens, dining room, lounge, reception, common areas and bathrooms.

Soap and paper stock are refilled, and towels replaced. Tea towels and cloths shall be replaced daily.

#### M73 Other Cleaning

Plans for weekly/monthly/annual cleaning shall be written and used regularly. Examples for such plans can be obtained at HI Iceland.

#### M74 Cleaning Standard

A satisfactory cleaning standard shall be evident in the whole hostel: no dirt in corners, drawers, behind radiators, on windowsills, etc.

Refrigerators, coolers and freezers shall be clean and free from uncomfortable odour. Tables, cooker, kitchenware, sinks and dishwasher shall always be clean and tidy.

#### M75 Bed Bugs

Hostel managers will do everything in their power to prevent the occurrence of bed bugs and other vermin at the hostels. This includes regular inspections, staff training, use of insecticide and insect traps.

#### M76 Eco-Friendly Chemical Products

All chemical products that are used regularly in an HI Hostel shall be environmentally certified, including soaps, detergent, washing-up liquid, dishwasher detergent, and cleaning materials.

See HI Iceland's purchasing suggestions and instructions for eco-labels and eco certifications.

#### M77 Detergent

Detergent for washing machines shall be eco certified and used sparingly according to manufacturer's instructions. Instructions for use of detergent shall be in place in laundry.

#### M78 Toxic Chemicals

Toxic and non-ecological chemicals cannot be used for daily cleaning or other regular operations. Staff shall be given instructions on the use and storage of these chemicals.

#### M79 Minimum Use of Weed Killer

Toxins, such as weed killer, shall be used as little as possible.

#### S.11.1 Microfibre Cloths

All equipment used for daily cleaning, such as mops and cloths, shall not require any chemical cleaning agents.

## 12. Environmental Management

#### M80 HI Iceland's Sustainability Policy

HI Iceland's Sustainability Policy shall be visible in the hostel for guests and others.

Staff shall be familiar with HI Iceland's Sustainability Policy and be capable of informing clients and guests the policy's main emphasis.

#### M81 Waste Sorting

Waste from HI Hostels shall be sorted as much as possible. The minimum sorting of waste is as follows:

- Deposit beverage containers.
- Batteries shall be collected; they can be returned at petrol stations all around the country for disposal/recycling.
- Medication shall be returned to pharmacies for disposal.
- Hazardous material, such as light bulbs, paint, lacquer, solvents, gas and spirit shall be disposed of appropriately.

Additionally, HI Hostels sort waste in the following categories according to instructions from the local municipality and schedules from waste collection companies:

- cardboard
- newspapers and magazines
- mixed paper, Tetra Pak, etc.
- plastic
- metal
- glass
- organic waste

#### M82 Staff Training for Waste Sorting

Staff shall be informed about work procedures regarding disposal and handling of waste.

#### M83 Labels for Waste Sorting

Clear and coordinated instructions for waste sorting shall be in place at all HI Hostels. Labels for waste sorting can be obtained at HI Iceland.

#### M84 Purchasing Policy

For procurement, HI Hostels shall draw suggestions from the purchasing policy of HI Iceland, which reflects the goals set in HI Iceland's Sustainability Policy:

- Environmentally certified products shall be chosen rather than other products. This applies to for instance cleaning products, chemicals, equipment and paper (toilet paper and hand towels).
- Eco-friendly choice; multi-use products shall be chosen instead of single-use products and recycled, and recyclable products used as much as possible.
- Avoid unnecessary packaging. Avoid packaging waste by choosing bigger containers; do not use products, such as butter, marmalade, sugar, and soap in small packaging.
- Minimise the environmental impact of transporting products to the hostel. In the procurement of supplies, choose local products rather than imported, Icelandic products rather than foreign, etc.

#### M85 Book Swap

Books and magazines left behind shall be collected for the hostel's library. Whole and used brochures shall be kept so they can be useful for other guests.

#### M86 Clothes and Shoes

Facilities for guests to leave behind clothes and/or shoes that can be useful for other travellers shall be available. Whatever is not used by other guests shall be donated to the Red Cross or other charities.

#### M87 LED lights

Traditional light fixtures shall be replaced with LED lights where possible.

#### M88 Energy and Water Saving Bathroom Appliances

Durability and energy and water saving facts should be considered when choosing new bathroom appliances. When renewing appliances, old ones shall be replaced with this type of appliance. For instance, new toilets shall have water saving features, i.e. two buttons for flushing.

#### M89 Energy and Water Consumption Log

Use of energy and water shall be monitored and logged on a regular basis. That way, measures can be taken as soon as anything goes amiss, and data is collected for carbon offsetting.

#### M90 Energy Saving

Lights and electrical appliances shall be turned off after they have been used to save energy. Guests are encouraged to save energy by turning off lights and not leave charges unnecessarily plugged in. Labels can be obtained at HI Iceland.

When choosing new equipment and electrical appliances, energy consumption shall be considered.

#### M91 Improvements/Renovations

Proper use of environmentally certified products is recommended when choosing material for the maintenance of buildings and furniture, such as paint and flooring. HI Iceland's main office can be consulted when choosing materials.

#### M92 Green Accounting

The hostels shall do green accounting by keeping records of waste disposal (quantity of waste), as well as energy and water consumption if meters are available.

#### M93 Transport

Driving shall be limited as much as is possible for hostel operations, such as the transportation of products.

Guests are encouraged to carpool and given assistance to organise carpooling (see form which can be obtained at HI Iceland). Guests shall also be informed of the carpooling website: [www.samferda.net](http://www.samferda.net).

#### S.12.1 Light Sensors

Light Sensors are in place for turning lights on and off.

#### S.12.2 Carbon Offsetting

Guests are offered to contribute to carbon offset their stay, for instance by financial contribution, tree planting, or other means.

## 13. Exemptions

As mentioned in the beginning, exemptions from the standards can be made in special circumstances. This only applies to small HI Hostels in remote locations. It is very important that accurate information on the services of these hostels is provided in all promotional material.

Exemptions can be made for the following:

- Shorter reception hours and fewer hours when staff is present at the hostel. The reception hours and hours when staff is present at the hostel shall be advertised in the hostel's promotional material as well as at the hostel itself.
- Fewer requirements for room size.
- Keys for rooms; only at older hostels where keys have not been in use until present.
- Fewer requirements for general comfort, such as common areas. Guests should nevertheless always be guaranteed a good night's sleep.
- Fewer requirements for bathroom facilities, such as number of toilets, sinks, and showers per number of guests.